

Frequently Asked Questions: SNAP Interviews

- **Why do I have to complete an interview?**

You are required to complete an interview if you are a new applicant or if you get SNAP benefits and receive a recertification form.

- **How do I complete my interview?**

We will call the number you put on your application within 3 business days. The caller ID on your phone will show "Missouri Family Support Division." Answering this call is the fastest way to complete your interview. You must answer all the automated questions before speaking with a team member.

- **What if I miss my SNAP interview call?**

If you miss the call, you can:

- Call us back at 855-823-4908 (calling earlier in the day is best).
- Visit dss.mo.gov/dss_map to schedule an appointment for an in person interview.
- Visit your local FSD Resource Center to complete your interview in person. **NOTE:** Before visiting your local Resource Center, check their hours of operation online at: dss.mo.gov/dss_map.

- **What if I get disconnected during my phone interview or my call will not connect?**

Call volumes are currently very high, and we appreciate your patience as our team works to complete all required interviews. If you hear a message that your call cannot be connected due to high wait times, this means the call center has reached its maximum capacity and we are unable to take any more calls at this time. If you get disconnected while waiting on hold, this could mean that your phone service provider may have limits on how long you are allowed to wait on hold, or you will be on hold past call center hours of operation. To complete your SNAP interview, you can:

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- **Can I complete my interview in person?**

Yes. Interviews can be completed over the phone, but if you would prefer to do an interview in person, you can visit your local resource center, or visit dss.mo.gov/dss_map to schedule an appointment with your local resource center. **NOTE:** Before visiting your local Resource Center, check their hours of operation online at: dss.mo.gov/dss_map.

- **Will I need to interview for recertification?**

Yes. If you received a recertification form, you need to complete and return it. You will then receive a call to complete an interview.

- **I thought I was due for recertification but never received a letter. Should I just call to be safe?**

We will send you a recertification letter about 45 days before your certification ends. Once you submit your recertification paper, you will receive a call to do your interview. You can check your certification date online, by visiting MyDSS.gov and choosing the "Check Your Status" option.